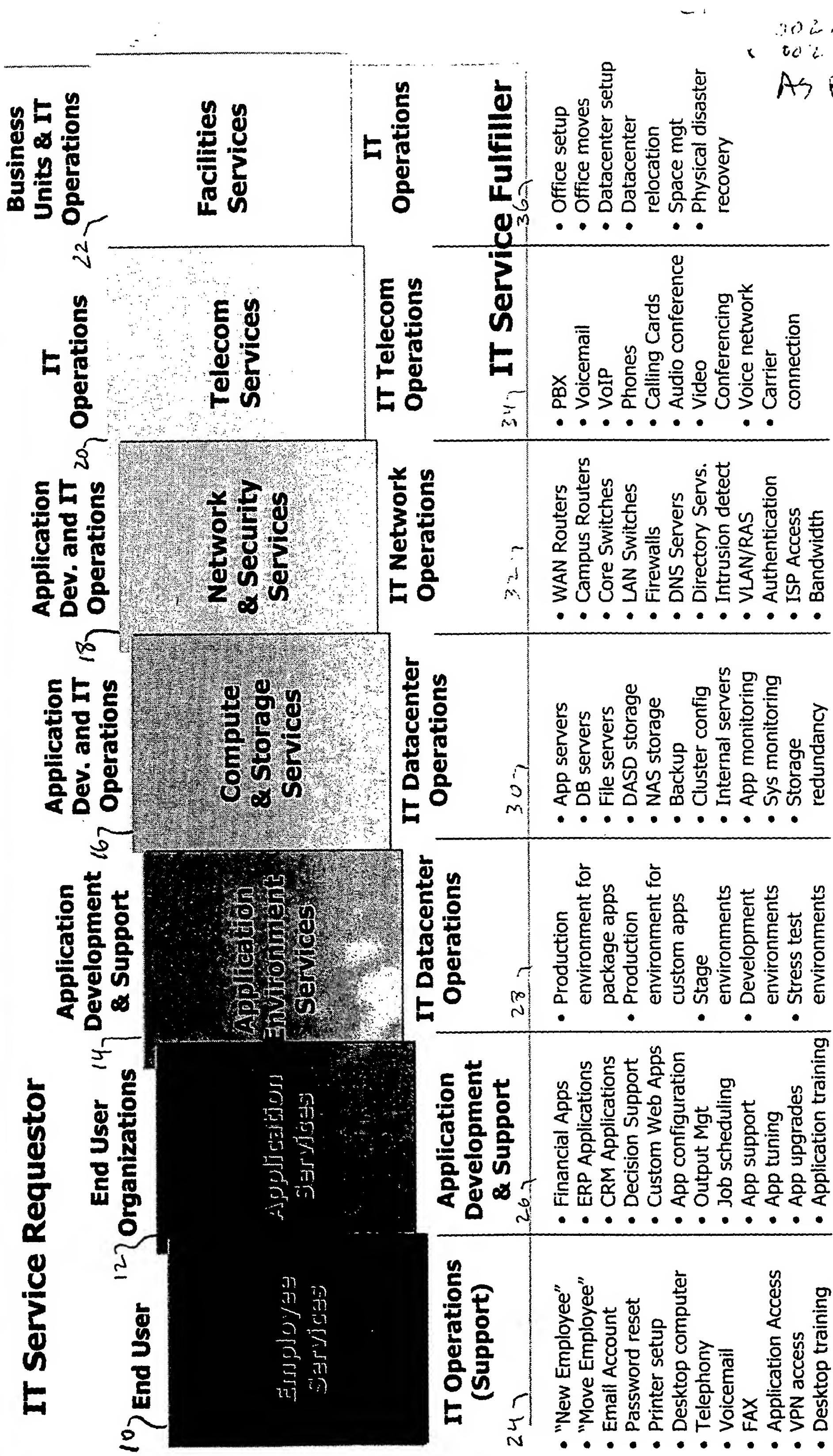


# Centrata IT Services Catalog (Reference Implementation)



202-10  
202-20  
3 Filed

Figure 1

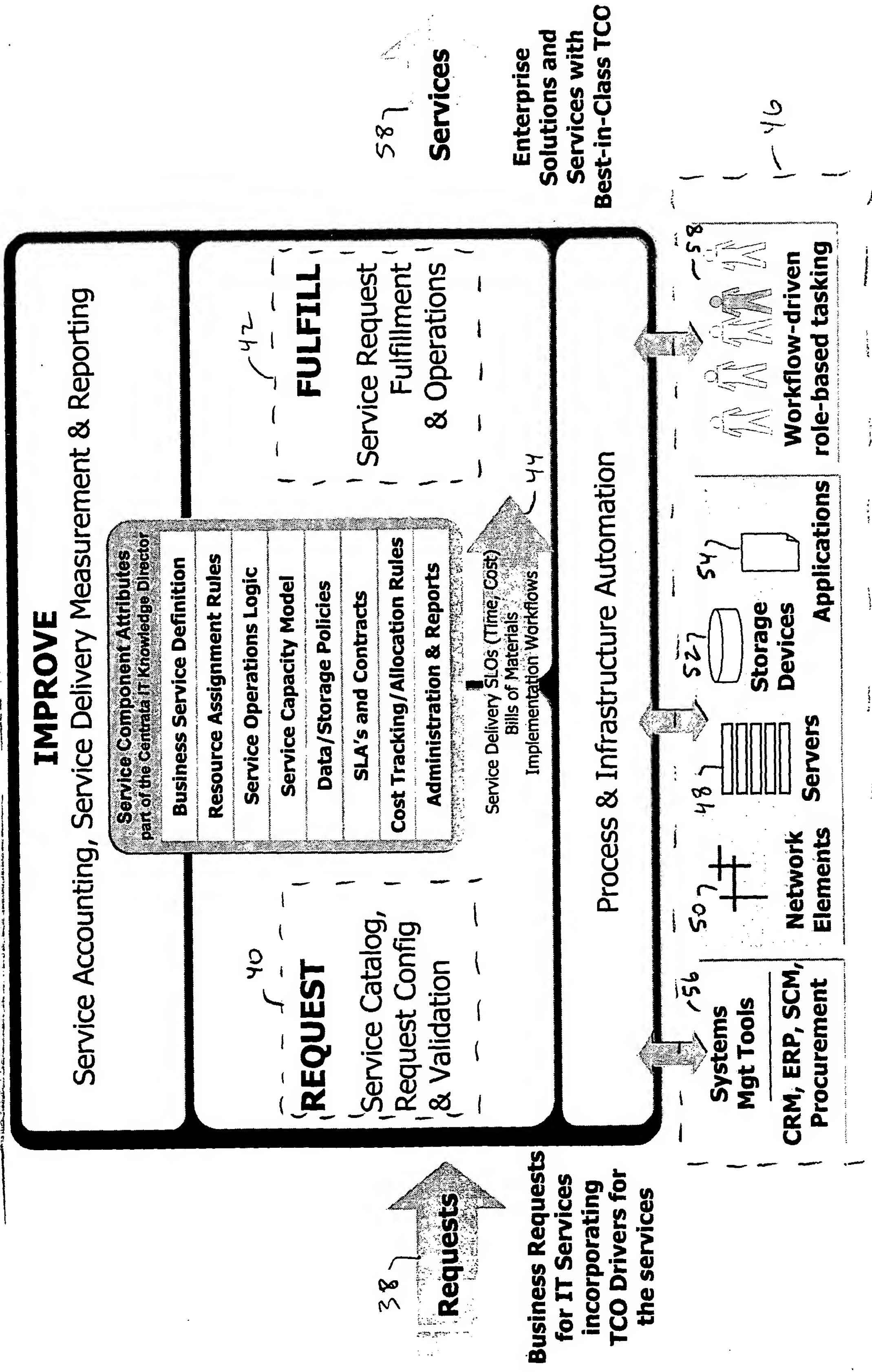
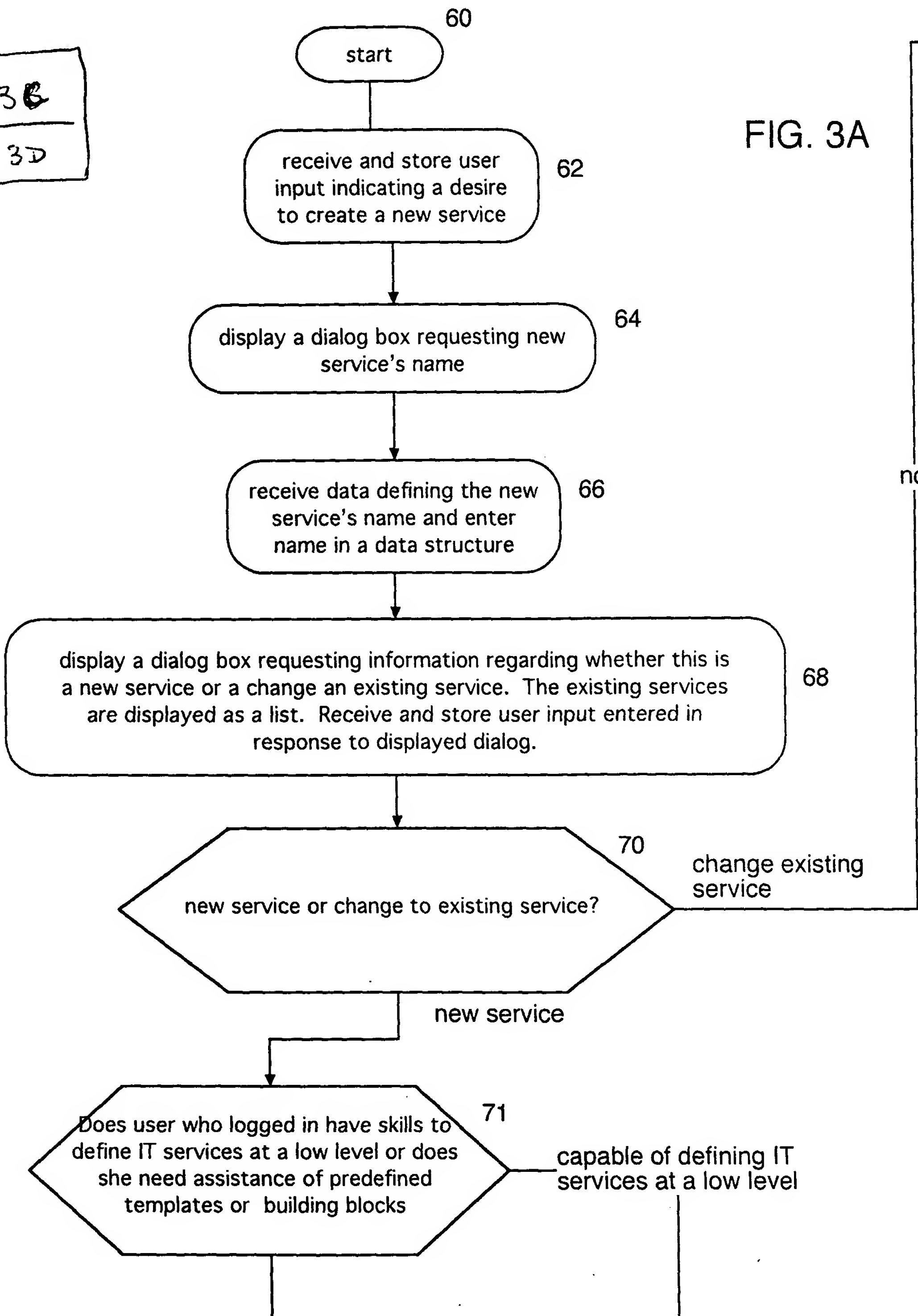


FIG. 2

PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG

3A	3B
3B	3D



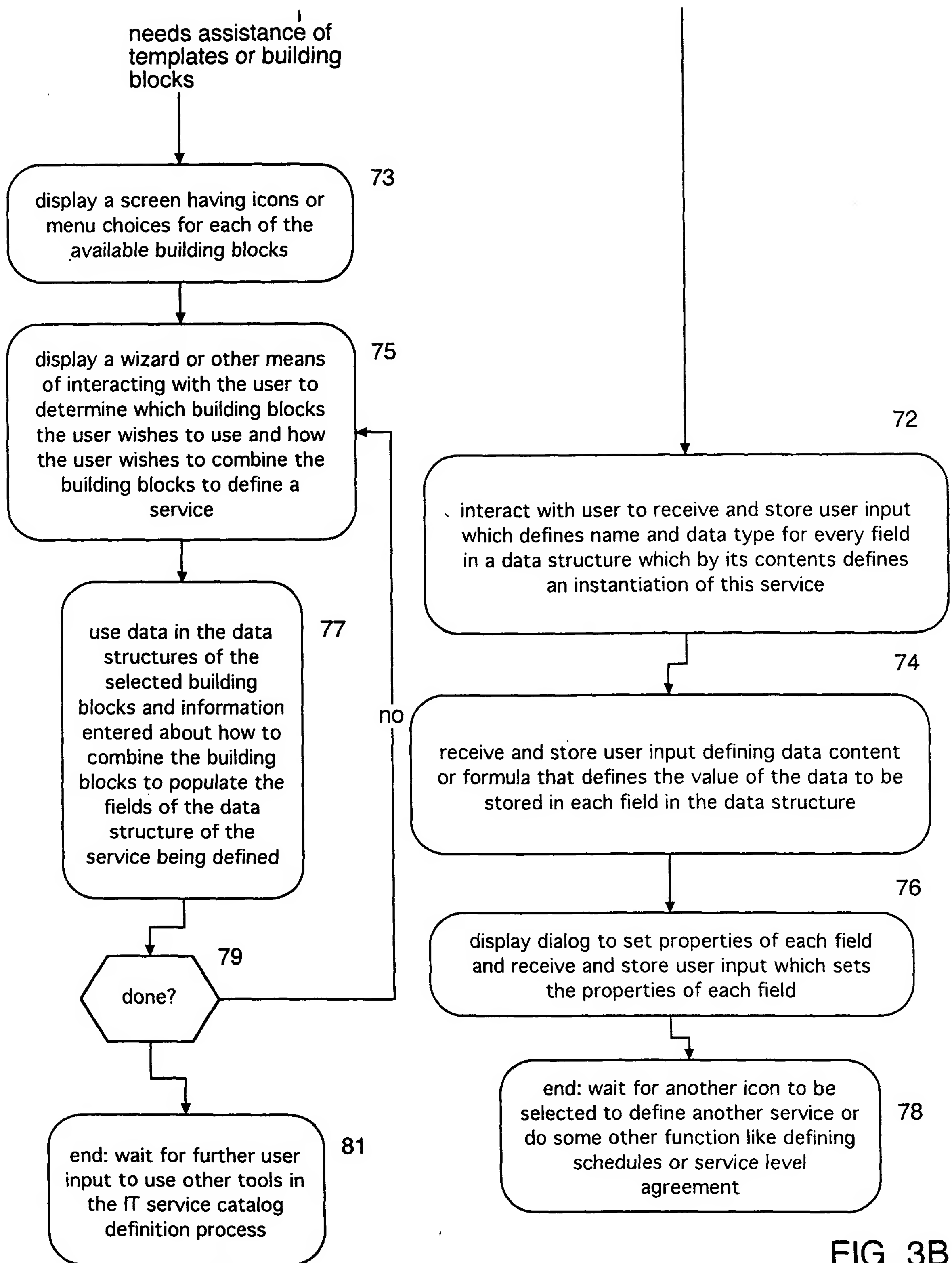
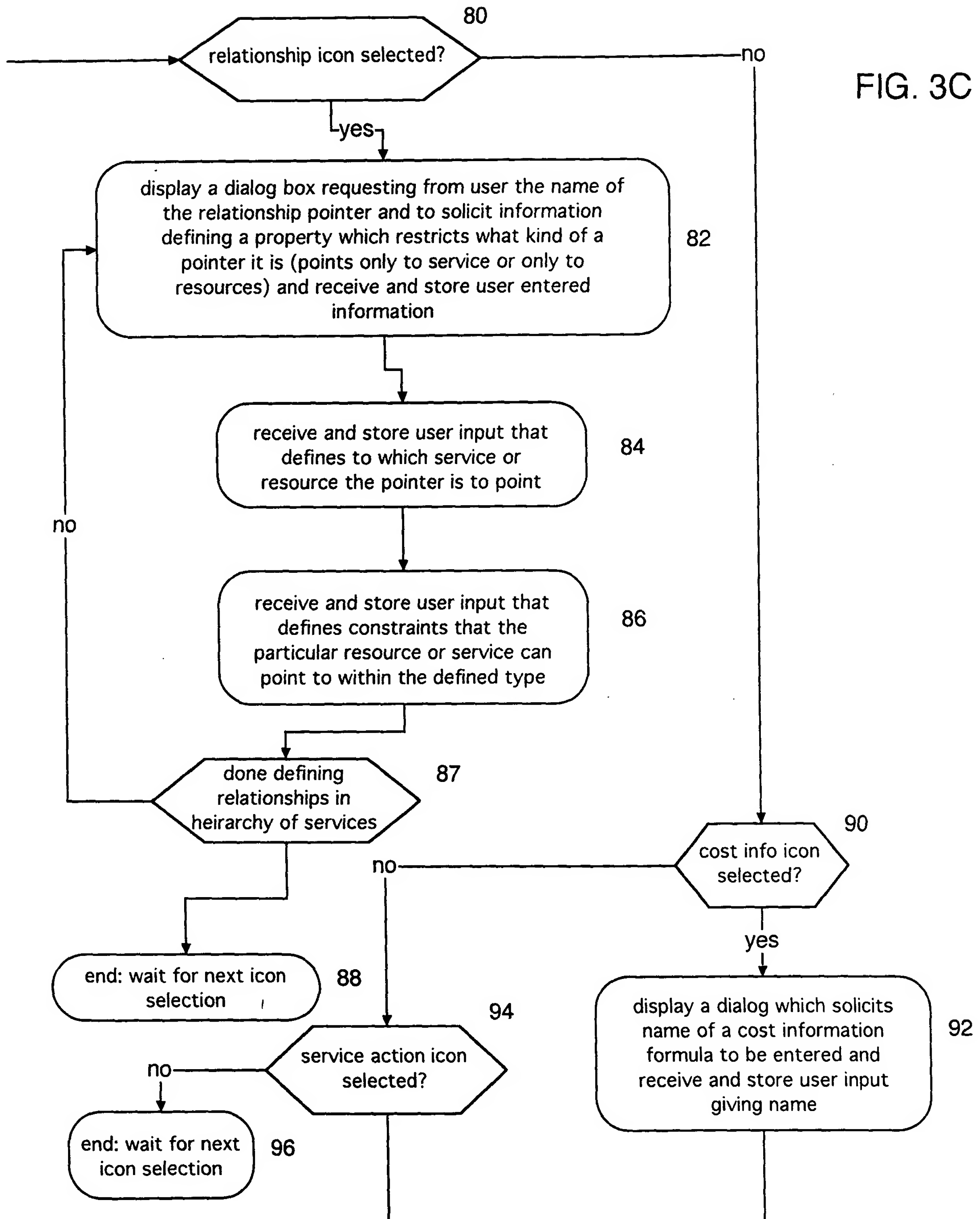


FIG. 3B

FIG. 3C





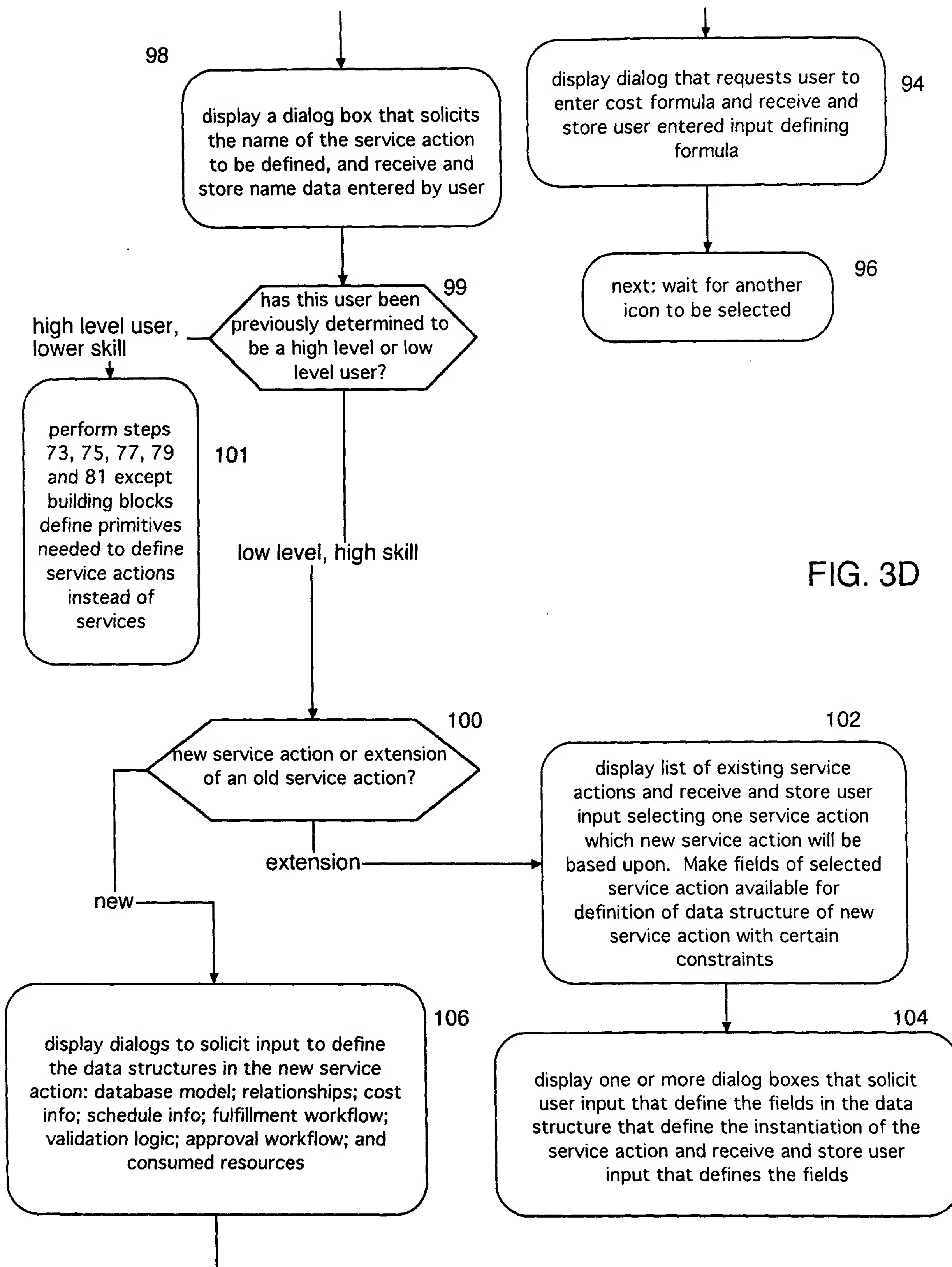


FIG. 3D



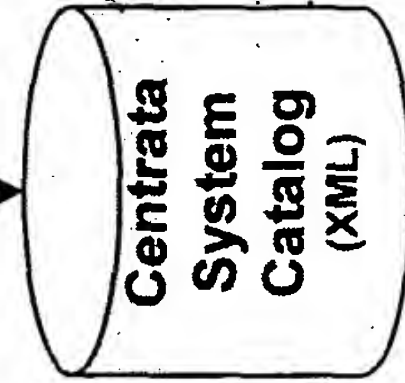
## Design Time

Centrata Tools



Edits

99

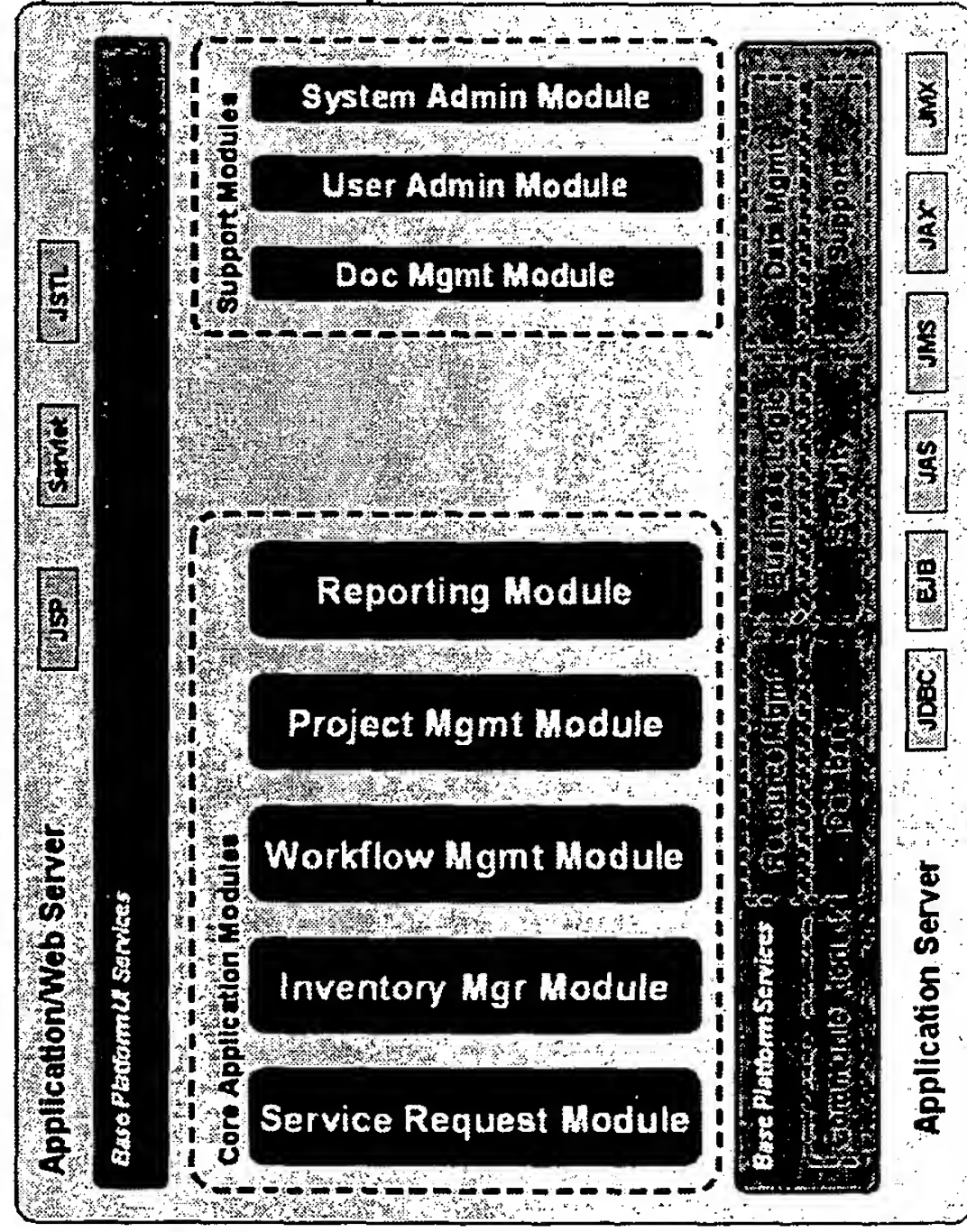


Workflow Compiler

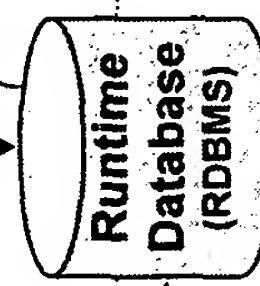
DDL/DML Generators

## Run Time

Centrata Application



105



107

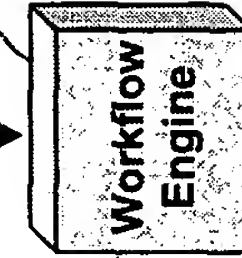
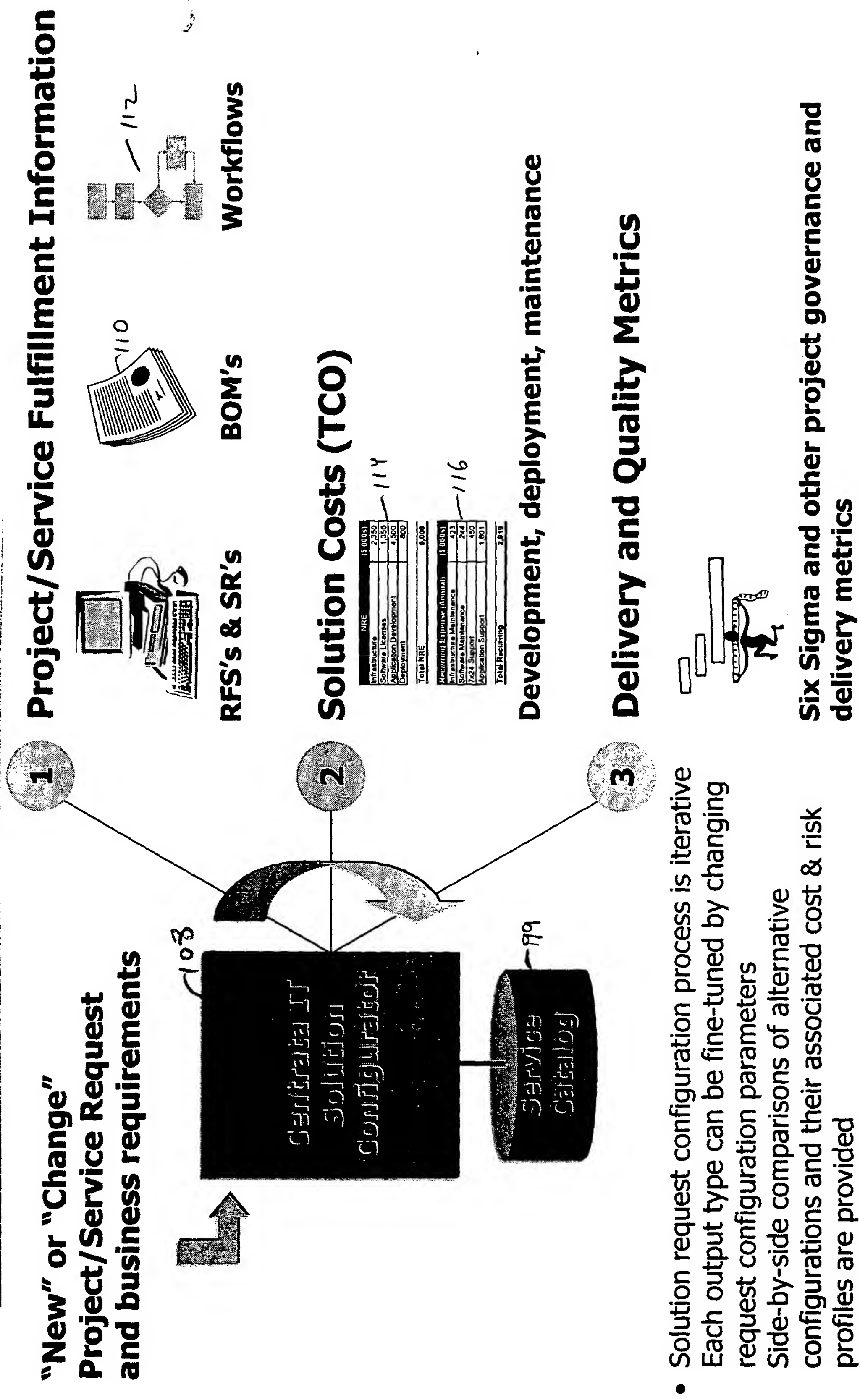


FIG. 5





- Solution request configuration process is iterative  
Each output type can be fine-tuned by changing request configuration parameters  
Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

FIG. 6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR  
IT SERVICES AND CONVERT THEM TO SPECIFICATIONS  
FOR A FULFILLMENT PROCESS

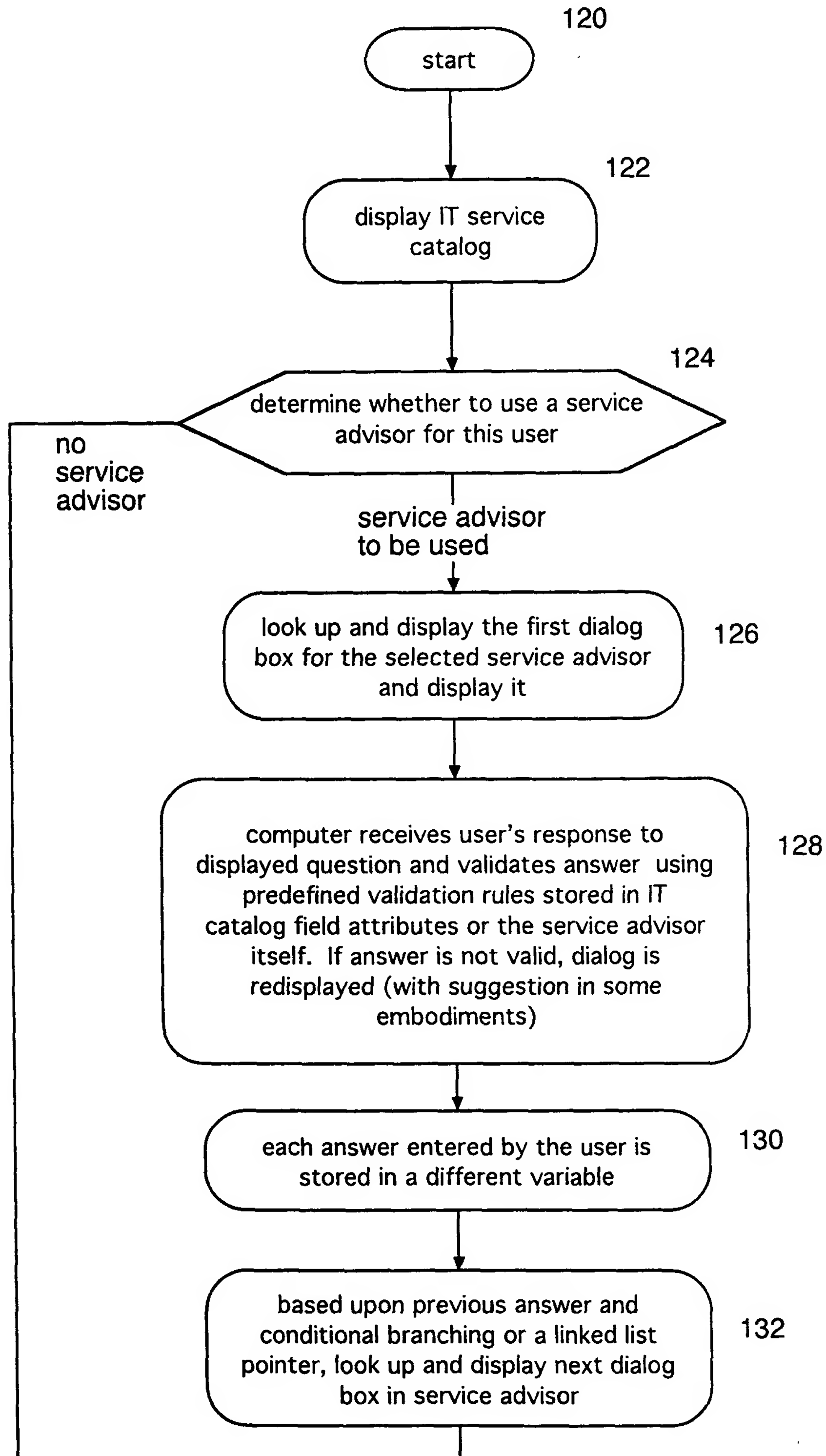
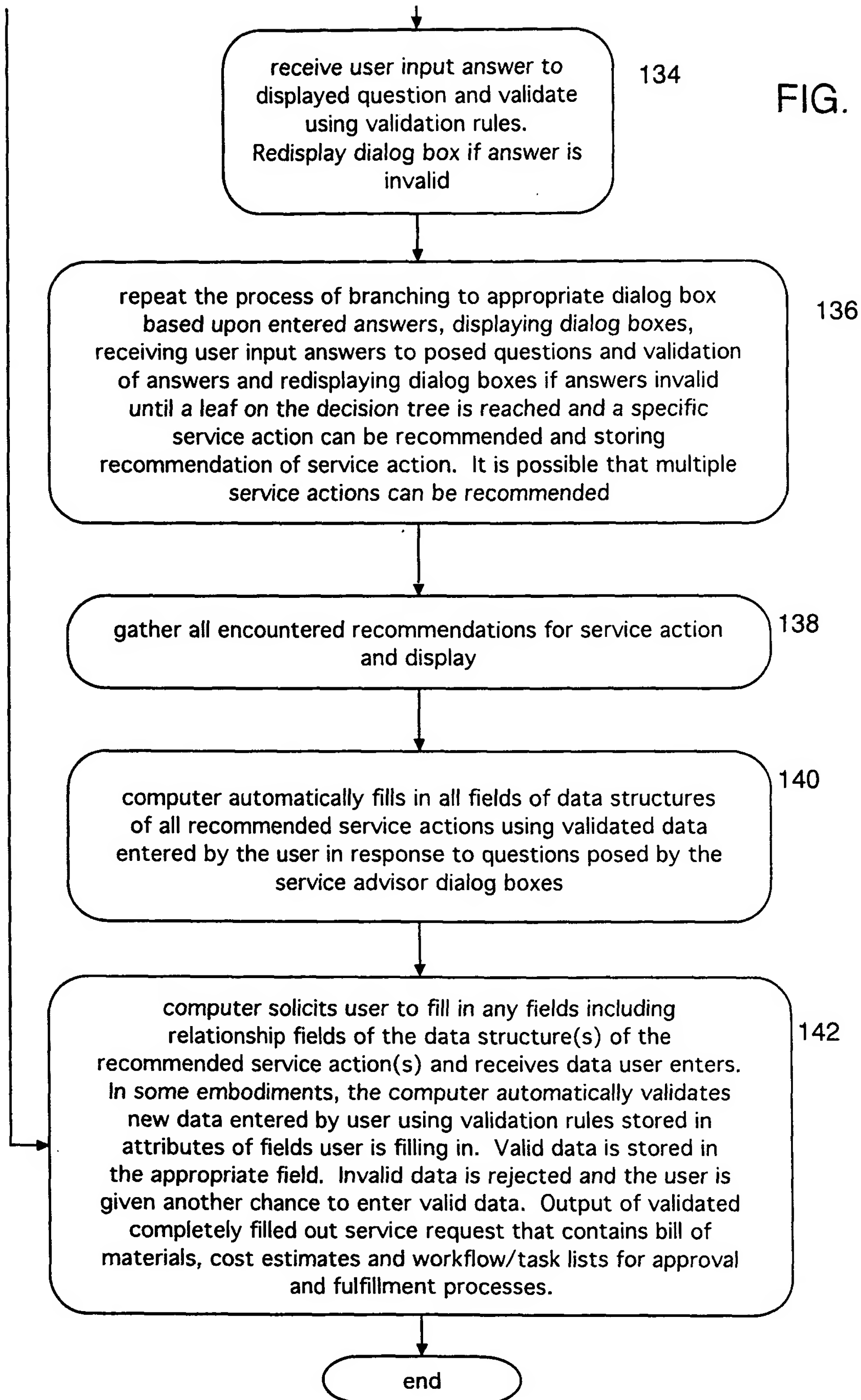


FIG. 7A

FIG. 7B



THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL  
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING  
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

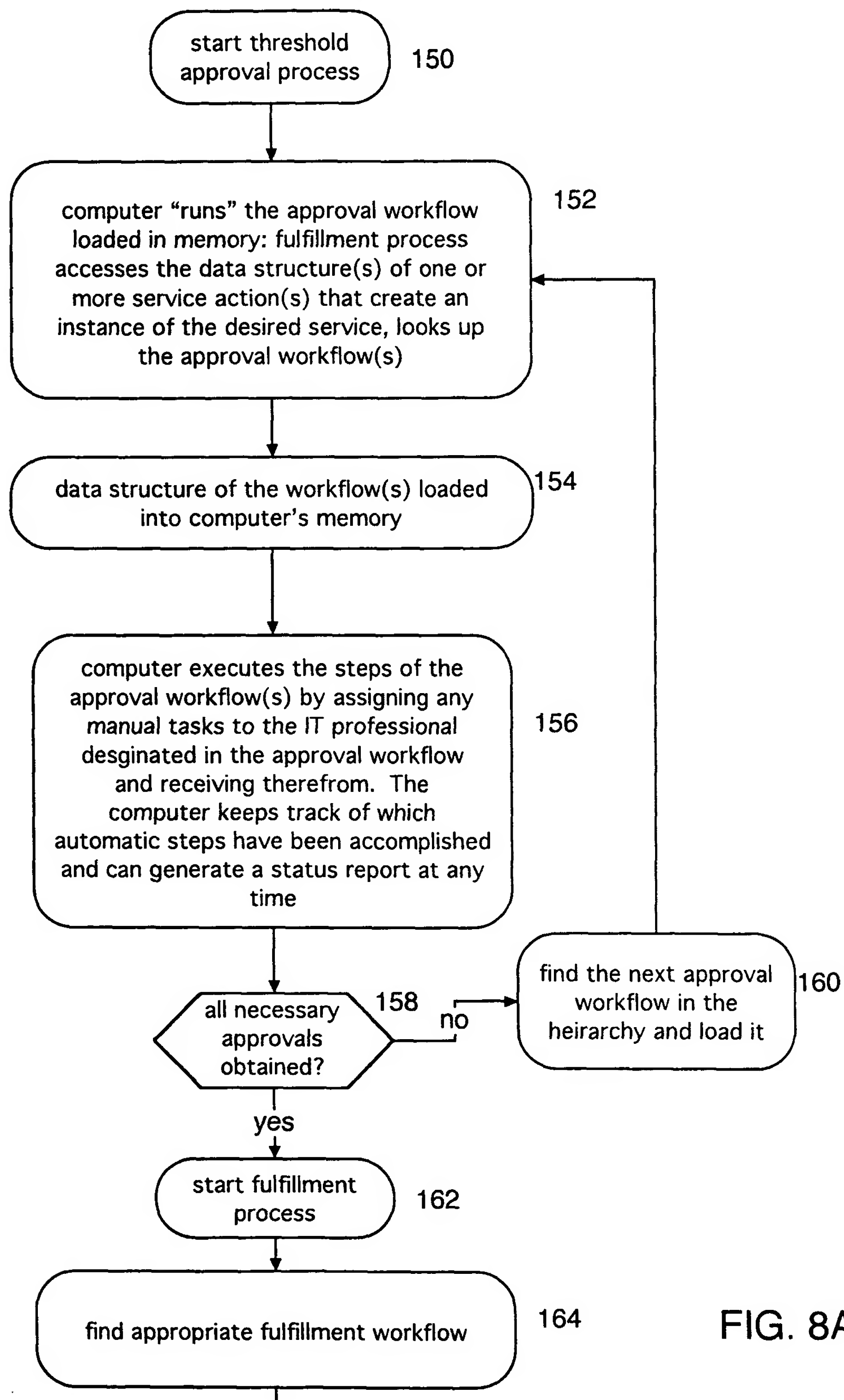


FIG. 8A



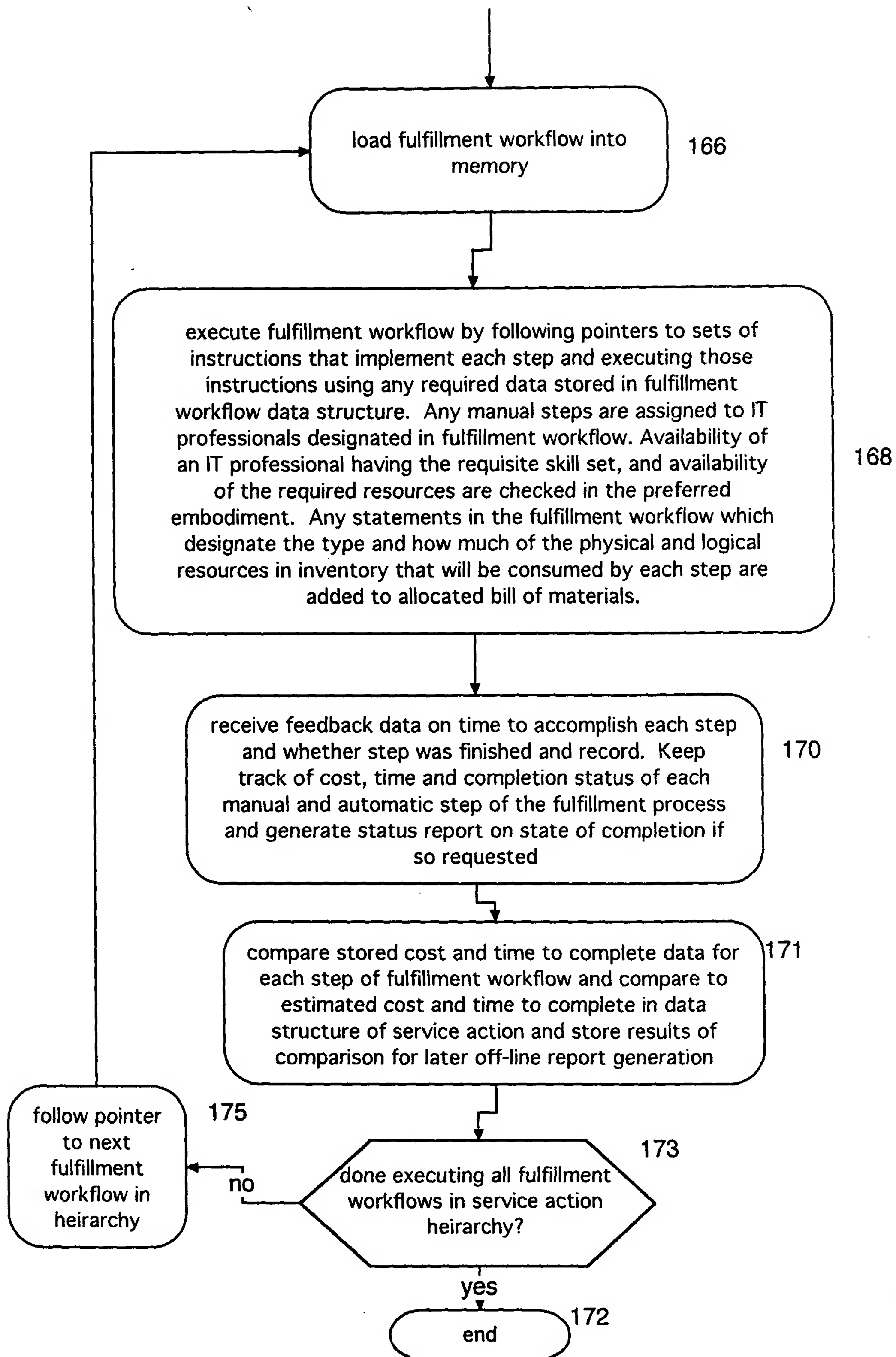


FIG. 8B